

# **New Lisbon Correctional Institution**



**ANNUAL REPORT**  
**JULY 1, 2021 - JUNE 30, 2022**



## TABLE OF CONTENTS

MESSAGE FROM THE WARDEN'S OFFICE	3
ACCOMPLISHMENTS AND HIGHLIGHTS	3
FACILITY MISSION AND GOALS	4
FAST FACTS	4
PROGRAM PARTICIPATION AND COMPLETION	5-7
RESTORATIVE JUSTICE	7
COMMUNITY SERVICES	8
OTHER PROGRAMMING AND SERVICES	8-9
BUSINESS OFFICE	10
FOOD SERVICE	10
HEALTH SERVICES UNIT (HSU)	10
MAINTENANCE	11
HUMAN RESOURCES	11
INMATE COMPLAINTS	11
PSYCHOLOGICAL SERVICES	12
RECORDS	13
SECURITY	13

## ACRONYMS

ACT	ANGER CONTROL TRAINING
ADA	AMERICANS WITH DISABILITIES ACT
BCE	BUREAU OF CORRECTIONAL ENTERPRISES
CRB	COMMUNITY RELATIONS BOARD
DOC	DEPARTMENT OF CORRECTIONS
ERP	EARNED RELEASE PROGRAM
FY	FISCAL YEAR
HSU	HEALTH SERVICES UNIT
HVAC	HEATING, VENTILATION, AIR CONDITIONING
ICE	INSTITUTION COMPLAINT EXAMINER
ICRS	INMATE COMPLAINT REVIEW SYSTEM
LEP	LIMITED ENGLISH PROFICIENCY
MICA	MENTAL ILLNESS CHEMICAL ABUSE
MJC	MOBILE JOB CENTER
NLCI	NEW LISBON CORRECTIONAL INSTITUTION
PREA	PRISON RAPE ELIMINATION ACT
PSU	PSYCHOLOGICAL SERVICES UNIT
PIOC	PERSONS IN OUR CARE
RHU	RESTRICTIVE HOUSING UNIT
SHU	SPECIAL HANDLING UNIT
SO	SEX OFFENDER
SUD	SUBSTANCE USE DISORDER
T4C	THINKING FOR A CHANGE
WRC	WISCONSIN RESOURCE CENTER
WSPF	WISCONSIN SECURE PROGRAM FACILITY

## INSTITUTION CONTACT INFORMATION:

Facility Primary Phone Number:		(608)562-6400
<b>ADA COORDINATORS:</b>		
Timothy Thomas	Ext. 7360	Deputy Warden
Sarah Combs	Ext. 7376	Education Director
Melanie Harper	Ext. 7301	Program Supervisor
<b>COMPAS COORDINATOR:</b>		
Melanie Harper	Ext. 7301	Program Supervisor
<b>LEP COORDINATORS:</b>		
Vacant		
<b>PREA COMPLIANCE MANAGERS:</b>		
Brian Cahak	Ext. 7351	Security Director
Corey Rahlf	Ext. 7353	Administrative Captain



## MESSAGE FROM THE WARDEN'S OFFICE

### ***\*Accomplishments and Highlights\****

Welcome to New Lisbon Correctional Institution's (NLCI) Annual Report for Fiscal Year 2022 (FY22). This annual report provides information to those who hold us accountable in the use of resources and treatment of the individuals housed at NLCI. What it does not show is the daily dedication of those who work here. The operation of a prison requires staff from all disciplines, working together, to keep the institution not just operational, but safe and secure for Persons in our Care (PIOC), staff, and the community we serve. The accomplishments in this report highlight the dedication and commitment of NLCI's staff.

Along with the rest of the world, the pandemic continued to alter many institutional operations during FY22. NLCI as well as the entire Wisconsin Department of Corrections continues to be affected by the COVID 19 virus. National recommendations continue to be followed with processes updated as necessary to mitigate the risk of spread for both staff and PIOC. During the latter part of this reporting period, we began to know more about COVID 19 and were also able to restore a sense of normalcy to our institution operations.

NLCI continues to emphasize reentry planning and transitioning into communities throughout Wisconsin and have continued to provide adult basic education, career and technical education, and primary programming opportunities. These programs provide the PIOC with relevant resources and skills to address criminogenic needs in the goal of reducing the rate of recidivism. Additionally, during this timeframe, we have added the Earned Release and Substance Use Disorder program and our first of it's kind mobile job center is fully functioning; connecting PIOC to employment options and the opportunity to secure gainful employment prior to release.

No annual report on operations at NLCI would be complete without special mention of the people who make up the work force at this institution. Working in a correctional institution is unlike any other profession. There are challenges, expectations, demands, pressures, and risks unknown to most other occupations. The staff here do an amazing job performing difficult tasks under difficult conditions. As our motto states: "at NLCI we make it happen." Yet for most, they simply consider it "part of the job."

This report is respectfully submitted on behalf of former Warden Daniel Winkleski who retired in May of 2022, interim Warden Tegels who has provided oversight of the institution in the absence of an appointed warden since May, and Deputy Warden Timothy Thomas who has supervised many of the day to day functions. Thank you for taking time to review this report and the scope of services offered at NLCI. The dedication and commitment of our staff is evident in these pages and we will continue to serve Wisconsin and the DOC in the years to come.

***Lizzie Tegels***  
Interim Warden

***Timothy Thomas***  
Deputy Warden



## **FACILITY MISSION and GOALS**

### **Mission**

New Lisbon Correctional Institution is committed to the safety, security, and protection of the public, staff and Persons in our Care (PIOC) in a humane and constructive manner. PIOC will be held accountable for their actions and the positive or negative consequences associated with those choices. We will encourage PIOC to develop goals conducive to positive release planning and reentry into society. We strive to provide PIOC with a set of positive behavioral options to enhance their successful reintegration back into society.

### **Goals**

PIOC are strongly encouraged to pursue all education, programming, and work opportunities available to them. Motivation, accepting responsibility, self-worth and self-advancement are the keys to positive change.

NLCI is committed to being a good neighbor by working in partnership with the community on common interests and having a positive effect on the community.

The Department of Corrections has placed a high priority on improving prisoner reentry. NLCI will hold PIOC responsible and promote their success throughout the duration of their incarceration. In doing so, we strive for fewer victims, less crime, reduced criminal justice costs, and safer communities.

NLCI is focused on providing PIOC with skills for successful reentry into the community. A large part of our focus is not only how we manage the behavior of our PIOC, but also how we engage and motivate them. PIOC are encouraged to use their time wisely to prepare for their return to the community, to follow the rules, to respect staff and other PIOC, and to work hard in the treatment and educational programs offered at NLCI. In return, our commitment is to work with them to be successful as an employee, family member, and citizen.

## **FAST FACTS**



Opened: **April 4, 2004**

Security Level: **Medium**

Operating Capacity: **950**

Current Population: **1020**

Officer/Sergeant Staff: **193** (147 Officers/46 Sergeants)

Non-officer/Sergeant Staff: **104**

PIOC to staff ratio: **3:1**

Total Staff: **297**

Number of Acres: **100**

Operating Budget: **\$30,701,695.17**



---

## **PROGRAM PARTICIPATION AND COMPLETION**

### **Academic**

NLCI had an average of 133 full-time and part-time students enrolled in both academic and vocational programming per month. Thirteen PIOC earned their General Equivalency Diploma during FY22.

### **Vocational**

During FY22, NLCI offered three vocational programs in conjunction with Western Technical College, Production Bakery, Electro-Mechanical and Wood Technology which includes Cabinet Making and Residential Framing. During FY22, our vocational students earned a total of 5 certificates in Baking, 18 certificates in Electrical Mechanical and 5 certificates in Wood Technology.

During FY22, 10 students were enrolled in Second Chance Pell program through Milwaukee Area Technical College (MATC) working toward their associate degree.

### **Correspondence Courses**

Correspondence courses are approved courses of instruction which allow an PIOC the opportunity to participate in post-secondary educational opportunities through distance education. There was an average of 6 PIOC enrolled in correspondence classes monthly.

### **Personal Development**

NLCI provides college-level personal development courses. NLCI had PIOC enrolled in college-level courses to include bakery applied math, woods applied math, customer service and computer literacy.

### **Reentry Initiatives**

In effort to align treatment programming with evidence-based practice, the Department transitioned from formal classroom delivery of these modules to making informational materials available in the library as a resource for PIOC who would benefit from the information. The Education Department continues to provide Health, Wellness and Employability course work as needed to meet the requirements of the HSED.

In partnership with the Wisconsin Department of Workforce Development, NLCI is fortunate to have an on-site Mobile Job Center (MJC) for PIOC to use as they prepare for release into the community. The MJC offers a total of 18 work stations for PIOC who are within six months of release to use for employment-based activities such as viewing virtual workshops, completing career assessments, building resumes, and conducting job searches. The MJC is staffed by one DWD employee and NLCI treatment staff members.

NLCI offers Windows to Work, a pre-release and post-release program in partnership with Wisconsin's Workforce Development Boards. Participation begins approximately three to nine months prior to release from incarceration. Participants receive group programming related to Cognitive Intervention, general work skills, financial literacy, community resources, job seeking, applications and resumes.

*During FY22, 11 participants completed Windows to Work.*

### **Domestic Violence**

Domestic Violence is cognitive-behavioral based program designed for male offenders who have shown a pattern of abuse/violence to their significant and intimate partners. The curriculum is designed to help batterers identify their own cognitions that have justified violence and teach them skills to change their thoughts/beliefs that have led to their abusive behaviors. A major program objective is for the participant to be able to identify alternative beliefs and intervention strategies to end their criminal and abusive behaviors as well as learn and demonstrate non-abusive and non-controlling behaviors.

*During FY22, the Domestic Violence program has been on hold.*





### **Sex Offender Treatment**

NLCI conducts Sex Offender Treatment which includes three different levels. The Sex Offender Treatment Program (SOT-2) is a 100-hour treatment group. It currently runs twice a week for six months. It covers topics such as offense disclosure, denial and minimization, victim empathy, cognitive distortions, criminal thinking, and re-offense prevention. Both written homework assignments and group participation are expected. SOT-2 is facilitated by psychological services, with co-facilitation assistance provided by other institutional staff. During FY22, 24 PIOC completed the SOT-2 program. Additionally, NLCI is now the only institution within the Wisconsin DOC providing treatment to Sexual Offenders whose only offense was involving Child Pornography (SOT-CPO). This treatment is somewhat shorter than SOT-2 as it typically lasts for five months and runs for approximately 80-90 hours. The SOT-2 curriculum has been adapted to better fit the needs of these individuals and covers many of the same areas that were mentioned in regard to SOT-2. There were 12 SOT-CPO completions during the FY22. Finally, SOT-1 is conducted when there is a need. During FY22 one SOT-1 group was conducted with 12 group members completing. SOT-1 is an 18-hour psychoeducation group that covers issues like problem solving, healthy relationships, risk factors, and protective factors among other topics.

*During FY22, 48 total participants completed a SOT program at NLCI*

### **Cognitive Behavioral Program**

The Cognitive Behavioral Program *Thinking for A Change* (T4C) is designed to assist people with identifying and restructuring thought processes that may lead to poor outcomes for themselves or others. The programs teach participants specific skills that assist them in identifying, controlling and changing the personal thinking patterns and underlying beliefs that support their criminal behaviors. Along with cognitive restructuring, participants are taught a number of social skills and problem-solving steps. The goal is not to *make* the PIOC change, but to *motivate* the PIOC to change himself. T4C lasts approximately four months and consists of group discussions, role plays, and homework assignments. In order to successfully complete the program, participants must actively participate in groups, satisfactorily complete all homework assignments and demonstrate they have acquired the specific skills taught in the program.

*During FY22, 14 participants completed Thinking for a Change.*

### **Anger Control Training**

Anger Control Training (ACT) is a cognitive-behavioral based program designed to address the needs of violent offenders whose aggressive behaviors tend to be impulsive and reactive rather than instrumental and pre-planned. In addition to cognitive restructuring, ACT teaches participants cognitive and interpersonal skills to deter and replace violent behaviors. These skills include stress management, impulse control strategies, assertiveness skills, communication skills, identifying personal anger precursors (thoughts and situations that provoke angry reactions), handling criticism and provocation. Lessons are presented to groups of 10 to 12 offenders. Group sessions are generally 90 minutes in length and held twice weekly.

*During FY22, the ACT program has been on hold.*



### **Substance Use Disorder/Earned Release Program**

The SUD/ERP programming offered at NLCI operates through use of Cognitive Behavioral Programs (CBP) which often combines cognitive restructuring theory with cognitive skills theory to help participants take control of their lives by taking control of their thinking. This program is based on evidence-based practices and is consistent with that being offered throughout the Wisconsin Department of Corrections. The core programs utilized for SUD/ERP are Thinking for a Change and Cognitive Behavioral Interventions for Substance Abuse. Groups are facilitated by AODA certified Treatment Specialists and have an average of 10 participants per group. In order to successfully complete the program, participants must actively participate in groups, satisfactorily complete all homework assignments, and demonstrate they have acquired the specific skills taught in the program. Our first SUD/ERP group began on January 11, 2020.

*During FY22, 9 participants completed SUD, & 18 participants completed ERP.*

## **RESTORATIVE JUSTICE & COMMUNITY SERVICES**

### **Restorative Justice**

There are a multitude of Restorative Justice efforts which take place at NLCI throughout the year. These include:

*Victim Offender Dialogue* – This is a process which allows victims and PIOC to meet in a safe setting with a facilitator and provides the victim an opportunity to ask questions, state concerns, and directly express to the PIOC exactly how the offense has affected them and their families' lives. This dialogue offers an approach to criminal justice which seeks to restore the victim as completely as possible and hold PIOC accountable for their behaviors.

*During FY22, one Victim Offender Dialogue was facilitated at NLCI.*

*Victim Witness Surcharge/Restitution/Child Support Obligations* – Court ordered payments in these areas are collected by the Business Office to assist crime victims with expenses, reimburse victims for losses sustained in a crime, and reimburse custodial parents for child rearing costs.

*Victim Appearance at End of Parole Commission Hearings* – Victims have valuable input into statements provided to the court prior to sentencing and again when an PIOC is being reviewed for release into the community.

*During FY22, two requests were processed at NLCI for a victim to attend a Parole hearing.*

*Restorative Justice Group* - The philosophy of Restorative Justice emphasizes the importance of holding PIOC personally accountable for their criminal behavior while creating healing and/or learning opportunities for and involvement of victims, community members and the PIOC in the justice process. During each session, participants gain an understanding of how PIOC, victims and the community are inter-connected in addressing issues of crime, punishment, restoration and accountability. Participants have an opportunity to learn from guest speakers, including victims/survivors of crime and other community members, facilitators and from each other through group discussions. Restorative Justice provides PIOC an opportunity to explore their personal beliefs while interacting with positive role models and learning about topics that may help them make better choices in the future.

*During FY22, nine participants completed Restorative Justice at NLCI.*



### **Community Services**

*Community Relations Board* - The DOC encourages and supports the creation of a Community Relations Board (CRB) for all facilities in the Division of Adult Institutions. The CRB is intended to act as a positive link between the facility and the community in which it is located. Community stakeholders attend meetings and the Board reviews institution progress and input from members regarding operational activities.

*Fundraising/Community Services Donations* – Fundraising activities were coordinated throughout the fiscal year to raise awareness of the importance of charitable giving and helping less fortunate individuals in the community. In September 2021, NLCI partnered with Kwik Trip of Mauston for a donut fundraiser which raised \$1,246.13. Proceeds were given to the Carl Nelson Animal Shelter of Mauston and Chasing Daylight Animal Shelter of Tomah. NLCI donated a combination of staff contributions and proceeds from the 2021 holiday candy sales event to the Freedom Honor Flight, an organization with the goal of flying veterans to Washington D.C. to visit the memorials that stand in their honor. The total donation to the Freedom Honor Flight was \$2,400.00. In February 2022, a total of 1,012 boxes of Girl Scout Cookies were sold to support activities at Lincoln Hills/Cooper Lake Schools. In April 2022, the institution partnered with Pizza Ranch of Baraboo for a chicken dinner fundraiser. A total of \$2376.08 was collected and donated to Camp Reunite and the Boys and Girls Club of Greater Milwaukee. In addition to fundraising events, school supplies and personal items were collected by NLCI staff for the New Lisbon School District during August 2021 and Hope House of South Central Wisconsin during Domestic Violence Awareness Month in October 2021. Donations of personal items were made to the Community Closet in New Lisbon, donated eyeglasses were given to the Mauston Lion's Club, and hobby items were donated to Families First of Tomah. NLCI also provided a donation from the Vocational Wood Technology Program to the Wisconsin Victim Witness Professional's Conference in May 2022.

### **OTHER PROGRAM OPPORTUNITIES AND SERVICES**

#### **Chapel Services**

Weekly opportunities for worship and/or study groups are available for Protestant, Jehovah's Witness, Catholic, Islamic, and Native American/American Indian PIOC. The Buddhist and Pagan groups both meet with their spiritual leader twice per month. Other individual practices are facilitated through pastoral visits, both in person and virtually, or by individual observance. Additional opportunities available through the Chapel include a weekly Bible Study facilitated virtually by Calvary Chapel Madison, a Bi-Weekly Baptist Bible study facilitated in-person by Trinity Baptist Church, Reedsburg, WI, a Bi-Weekly Mindfulness Meditation, and a multi-faith meditation practice facilitated by volunteers from the Wisconsin Mindfulness Program. Additionally, Chapel Library provides publications and literature for all faiths. Religious studies through instructional DVDs and CDs are also offered. NLCI facilitates participation in the Angel Tree program which allows PIOC the opportunity to select and give toys to their children during the holiday season. Also, a creative writing and poetry class is facilitated by an outside volunteer once per month.

*Volunteers* - Volunteers are a vital resource for the institution, and especially the Chapel as they provide spiritual support to the PIOC population at NLCI. There are over 130 volunteers who are available to contribute countless hours of their personal time to help provide religious activities, pastoral visits or other forms of spiritual support. Volunteers represent all DOC umbrella religious affiliations as well as Alcoholics Anonymous, Poetry class, and Drawing class. Volunteers also assist with the OccuPaws Program and with providing services or training to PIOC with ADA needs.





### **Library Services**

NLCI offers comprehensive library services to both general population and RHU PIOC. **General Library** services are available every day from 7:50 a.m. to 8:50 p.m. A variety of daily newspapers, weekly and monthly periodicals, reference materials, and general educational and leisure materials are available for use. The NLCI library employs eight PIOC workers. Additional services offered through NLCI's library include reference services, book club, financial aid packets, notary services, photocopying and law library. The library organizes around 12,700 books. All NLCI PIOC have library accounts.

### **Recreation**

Recreation staff regularly includes two Recreation Leaders. Recreational opportunities available to the PIOC include the following leagues and/or tournaments: horseshoes, handball, sand volleyball, running club, indoor and outdoor volleyball, basketball, Ultimate Frisbee, whiffle ball, pickleball, kickball and shuffleboard. Structured fitness classes including yoga, step aerobics, weightlifting instruction, exercise ball (core training), and boot camp are also available throughout the year. Holiday activities in FY22 included ping pong, two ball, bean bag toss, team trivia, dodgeball and chess tournaments. Additionally, the Recreation Department is responsible for the supervision of hobby property and guitar lessons.

### **OccuPaws Program**

The OccuPaws Program allows 22 participants to train 10 service dogs in a partnership with the OccuPaws Guide Dog Association. The first dog arrived at NLCI as part of this program on December 4, 2019. While at NLCI, the dogs will receive approximately four months of training in socialization, basic manners and obedience before transitioning to the next level in their training program. This program takes place on Delta Unit and includes a resource room, a grooming room, and the OccuPark exercise yard. OccuPaws staff provide formal dog training in NLCI's Visiting Room while participants provide informal dog training on the housing unit and exercise yard. Since the program began, 63 dogs have transitioned to the next level of training.

### **Veterans Program**

The Veterans Wing on Delta Unit has been established as a community of incarcerated veterans with a focus on continued support and service to others. Participation in this program is voluntary. Those who apply to be a part of the program are screened for conduct, work and programming history. They are expected to display positive conduct and attitudes and demonstrate a willingness to assist and support others. Veterans have access to a designated group room on the housing unit where they may participate leisure time activities and have access to veteran related resources. Veterans also have opportunities to be connected with resources in the community related to a variety of benefits available to them. Monthly virtual meetings are conducted with the Juneau County Veterans Service Officer upon request. In FY22, two community service projects were completed by Veterans housed at NLCI. 55 crocheted hats and 21 crocheted scarves were donated to the Milwaukee Homeless Veterans Initiative. 26 crocheted lap blankets were donated to the Chippewa Falls Veterans Home.

### **Work Assignments**

**Industries:** BCE – Bureau of Correctional Enterprises (Formerly BSI - Badger State Industries) Sign Recycling Shop. Work done in BCE includes the stripping of used aluminum highway and street signs for recondition and reuse as well as production and manufacture of new aluminum signs. Duties at the shop vary but include: Hydro-Stripper operation and maintenance, Shear Operator, Punch Press Operator, Sign Sorting and Finishing, Fork Lift Operator, General Shop Repair/Maintenance, Packing and Shipping, Basic Blue-Print reading, Clerk Roles (Order Coordination, Inventory Forecast & Control, and Shipping), and Janitorial.

**Institution:** PIOC hold a wide variety of jobs throughout the institution to include, but not limited to tutor, janitor, maintenance and unit positions. Please refer to the Business Office section for PIOC completion information.



## **OTHER DEPARTMENTAL INFORMATION**

### **BUSINESS OFFICE**

PIOC Income and Obligation Report:

YEAR-TO-DATE SUMMARY	
PIOC Wages	
Institution Pay:	\$247,373.99
BCE:	<u>\$22,978.09</u>
Total:	\$270,352.08

TOTAL MONIES COLLECTED FROM PIOC IN FY22	
Victim/Witness & DNA	\$55,520.72
Child Support	\$50,103.68
Court Ordered Obligations	\$135,512.78
Medical Co-Payments	\$13,015.19
Institution Restitution	<u>\$3,571.09</u>
Total:	\$254,722.85

### **FOOD SERVICE**

The Food Service Department is regularly staffed by a Food Service Administrator, a Food Service Manager and eight Corrections Food Service Leaders between 4 a.m. and 6 p.m. daily. During this reporting period there were approximately 1,082,955 meals served and the average meal cost was \$1.40/meal for average daily population. The Food Service Department also provided approximately 70 special medical and religious diets and 20 snack bags daily for the year. The NLCI garden harvested 28,545.5 pounds of produce which was used by both Food Service and the Vocational bakery program in addition to a spring plant sale for staff.

### **HEALTH SERVICES UNIT (HSU)**

The Health Services Unit (HSU) is staffed from 6 a.m. - 6 p.m., Monday through Friday. Weekends are on call. Holiday hours are 8:00 am – 4:00 p.m., with a nurse on-call during non-nursing hours. The HSU is managed by one Health Services Manager and there is one full-time Agency ACP. Additional staff includes: one full-time nurse clinician 4, three full-time registered nurses, and one full-time Medical Program Assistant Associate. The HSU health services unit is additionally supported by agency staff including three Agency RN's. The dental unit consists of one dentist, one dental assistant and one dental hygienist. A psychiatrist provides services two days per week, and a physical therapist provides services three days per week.

The HSU provides treatment for acute and chronic illness. On-site services provided through the HSU include ACP and nursing appointments, emergency care, medication administration and delivery, laboratory, and radiology services which include on-site digital x-ray and ultrasound. There are optical services onsite. including eye exams, eye health and glaucoma screening. Additional onsite services include non-surgical orthopedic consultation.

The Health Service Unit utilizes an Electronic Medical Record. Central Pharmacy in Waupun provides patient prescriptions and refills as well as vaccinations.

Comprehensive specialty treatment is provided off-site at medical facilities at Mile Bluff Medical Center in Mauston, Black River Falls, Gundersen Hospital and Clinics in La Crosse, SSM Health in Waupun, and the University Hospital and Clinics – Madison. NLCI also conducts telemedicine, video, and telephone visits with specialists at off-site medical facilities. Urgent and emergent specialty care is provided locally at Mile Bluff Medical Center in Mauston.



## **MAINTENANCE**

The Maintenance Department hours are from 7:15 a.m. to 4:00 p.m. Monday through Friday. Maintenance staff include: one Building and Grounds Superintendent, one Office Operations Assistant, one Electronics Technician, one Electrician, one plumber, one HVAC Technician, two Facility Maintenance Specialist-Advanced, One Facility Repairer Worker-Advanced, one Facility Maintenance Specialist, two Facility Officers and one Tool Room Sergeant regularly assigned to Maintenance posts. The Maintenance Department also employs up to 103 PIOC workers. PIOC workers are experienced in the following trades: Welding, Machinist, Artist, Painter, Electronics Worker, Master Electrician, Carpentry, Landscaping, Plumbing, Refrigeration, Masonry and Parts Attendant.

## **HUMAN RESOURCES**

The Human Resources Department consists of one Human Resources Director, one Human Resources Assistant and one Payroll and Benefits Specialist. Department responsibilities include: direction, administration and monitoring of the recruitment and selection of staff; employee and labor relations; payroll and benefits; policy administration; investigations/discipline; health and safety management; employee training/development; records maintenance; and Affirmative Action/Equal Employment Opportunity compliance. There are currently 297 allocated staff positions.

## **INMATE COMPLAINTS**

The Inmate Complaint Review System (ICRS) ensures PIOC a process by which grievances may be addressed. The Institution Complaint Examiner (ICE), under the supervision of the Warden, investigates concerns regarding rules, living conditions and staff actions affecting institution environment. This process allows staff and PIOC the opportunity to understand correctional policies and to correct or address any deficiencies identified. The following statistics reflect the types of complaints accepted and their resolution.

<b>Complaints Processed by Subject</b>	<b># of Complaints</b>	<b>Complaints Processed by Subject</b>	<b># of Complaints</b>
01 Staff	40	14 Classification	6
02 Correspondence & Publications	72	15 ICRS	3
03 Discipline	37	16 Discrimination	0
04 Medical	91	17 PIOC Accounts	35
05 Parole	0	18 BCE	0
06 Personal Physical Conditions	6	19 HIPAA	5
07 Personal Property	85	20 Staff Sexual Misconduct	1
08 Rules	2	21 PIOC Sexual Misconduct	3
09 Religion	0	22 Dental	7
10 Work & School Programs	18	24 Staff Misconduct	2
11 Visiting	23	25 Psychology	4
12 Other	50	26 Psychiatry	2
13 Food	6	<b>Total</b>	<b>498</b>

<b>Method of Disposition</b>	<b>Number</b>
Affirmed	59
Dismissed	330
Rejected	109



### **PSYCHOLOGICAL SERVICES UNIT (PSU)**

NLCI's psychological staff is responsible for the mental health of PIOC. This primarily involves providing individual and group therapy. Each housing unit has a psychological services staff member on the unit who provides therapeutic services. In addition, optional group treatments are provided including but not limited to Dialectical Behavior Therapy, positive psychology, book clubs, journal challenges, Pet Therapy, and Forgiveness Groups. Additional services include: diagnoses and management of mentally-ill PIOC; psychological evaluation; 24-hour on-call availability; assistance with daily living skills; suicide potential and watch; medical collaboration; assessments of mental health, violence and safety; crisis management and intervention; staff suicide prevention training; direction of the Multidisciplinary Team; and weekly orientation. Another central focus is on administrative and documentation requirements, such as completion of various evaluations for minimum placement potential, input for security decisions, and PIOC visitor reviews. PSU facilitates referral services to DOC-wide treatment programs including WRC, WSPF, MICA, and others.

NLCI currently has 388 PIOC with diagnosed mental health concerns. Of those, 53 have serious mental illness. PSU provides mental health services and monitoring to these PIOC as well as services to PIOC with situational stressors or grief reactions on an ongoing basis. In Restrictive Housing rounds are completed weekly with seriously mentally ill PIOC; they are provided reading materials, independent work assignments, and individual counseling as needed.

The Special Handling Unit (SHU), currently houses 55 PIOC, and is designed to assist those with mental illness or vulnerabilities to better adapt to the prison environment. The SHU includes a focus on socialization and building of support networks within the institution. Working with unit staff, recreation staff, and others throughout the institution, the PIOC on the Special Handling Unit have access to numerous groups including, arts and crafts, current events, social skills, mindful/meditation, games, and a primary processing group. The psychologist works closely with unit staff in monitoring and encouraging SHU members to develop skills and coping mechanisms to improve functioning in the unit living environment.

Beginning in fall 2021, NLCI added the Peer Specialist Program. A Peer Specialist is a PIOC who assists their peers in navigating challenges they themselves have faced and provide support and advice to others. They must meet specified requirements in order to attain certification and gain approval from several departments within the institution. They are then required to participate in 48 hours of training administered by Department of Health Services (DHS) staff and pass a certification test. NLCI began with five peer specialists and will soon have six. The program currently has approximately 100 PIOC's receiving services, and about 150 total who have received services since the program began. Many of the participants have had 20-30 sessions with their peer specialist since the program began.

Psychiatric services are available to PIOC with diagnosed mental illness. PSU staff work closely with the psychiatrist to monitor those receiving psychotropic medications. A Multidisciplinary Team meeting is held weekly to collaboratively discuss PIOC with mental health, medical, and behavioral concerns.



## **RECORDS**

	FY18	FY19	FY20	FY21	FY22
Scheduled Court Pick-ups	375	306	239	79	271
Releases from NLCI	204	193	191	183	222
Transfer IN to NLCI	416	489	404	350	578
Transfer OUT of NLCI	261	287	267	234	262

The Records Office maintains the PIOC legal and social service files. The office also does sentence computations and service of court-issued documents.

## **SECURITY**

The Security Department consists of: 1 Security Director, 7 Captains, and 6 Lieutenants; 46 Sergeant positions, 147 Officer positions and 1 Security Program Assistant – Confidential.

**Restrictive Housing Unit** - During the FY22, 333 Disciplinary Separation sanctions were given out, all of which were housed in restrictive housing. This is an increase of 185 PIOC's being placed in RHU from the FY21.

**Incident Reports** – A total of 1,872 Incident Reports were written in FY22. This is an increase of 283 reports from FY21. Of the 1,872 reports written, 89 of are due to Narcan Use and 27 involve cell entry.

**Conduct Reports** – There were a total of 1593 conduct reports written by staff in FY22. 35 were required to pay restitution. Of the total number, 510 were major conduct reports. This is an increase of 80 conduct reports from the FY21. Of the 510 Major conduct reports, 29 were referred to Re-Classification for review. 1083 conduct reports written were minors, a decrease of 214 from the FY21. 71 of the minor conduct reports were reprimands, 315 of the dispositions were loss of phone.